

Independent Ombudsman

for the

Texas Juvenile Justice Department



Third Quarter Report FY 19

March 1, 2019 to May 31, 2019

INTRODUCTION

This is the third Quarterly Report for Fiscal Year (FY) 2019 to be submitted by the Office of Independent Ombudsman for the Texas Juvenile Justice Department (TJJD) as per the Texas Human Resources Code, Chapter 261. This report is intended for the Governor, Lieutenant Governor, Speaker of the House, members of the State Legislature, the TJJD Governing Board, the TJJD Executive Director, and the Texas State Auditor. This report will cover the reporting period of March 2019 through May 2019. It should be noted, this is not an all-inclusive report, but rather a summary of significant findings during the reporting period.

STRATEGIC INTENT

The Office of Independent Ombudsman (OIO) was established for the purpose of investigating, evaluating, and securing the rights of children committed to the Juvenile Justice Department, including a child released under supervision before final discharge. Legislation enacted during the 84th Legislative Session (Senate Bill 1630), expanded those duties to include county post-adjudication facilities and contract facilities where county post-adjudicated youth are placed. To fulfill the duties of the office, OIO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, all county post-adjudication facilities and county contract care programs. Currently, the Office of Independent Ombudsman is conducting regular site visits at 116 facilities and probation/parole offices that meet the definition added by Senate Bill 1630, 84th Legislative Session.

EXECUTIVE SUMMARY

During this reporting period, the Office of Independent Ombudsman conducted 134 facility site visits, interviewed 1132 youth offenders, and closed 14 cases (Refer to the Annex for a listing of facility site visit locations). During this quarter the OIO received 14 complaints, which represents a 16.7% increase when compared to the third quarter of FY 18. It should be noted, complaints received from youth offenders during facility site visits decreased by 33.3% as compared to the complaints received during the same time period in FY 18. In addition, the OIO closed 14 cases this quarter with three completed as sustained.

PUBLIC OUTREACH

The Office of Independent Ombudsman (OIO) is required by statute to promote awareness of the Office and the services provided. This is accomplished through various initiatives. The Ombudsman routinely meets with civic and advocacy groups to discuss issues, trends in juvenile justice and concerns with youth rights. In addition, the Office of Independent Ombudsman maintains a public web page describing the duties of the Office and how the Ombudsman may be contacted, either by phone, mail or e-mail. In addition, the OIO periodically mails informational brochures regarding services of the OIO to the parents of youth newly committed to TJJD. In order to facilitate contact from youth in the facilities as well as the public, the OIO maintains a hotline that is answered 24 hours a day. The Deputy Ombudsman distribute posters containing the OIO's hotline number to the facilities that are routinely visited as well as educating youth on complaint procedures.

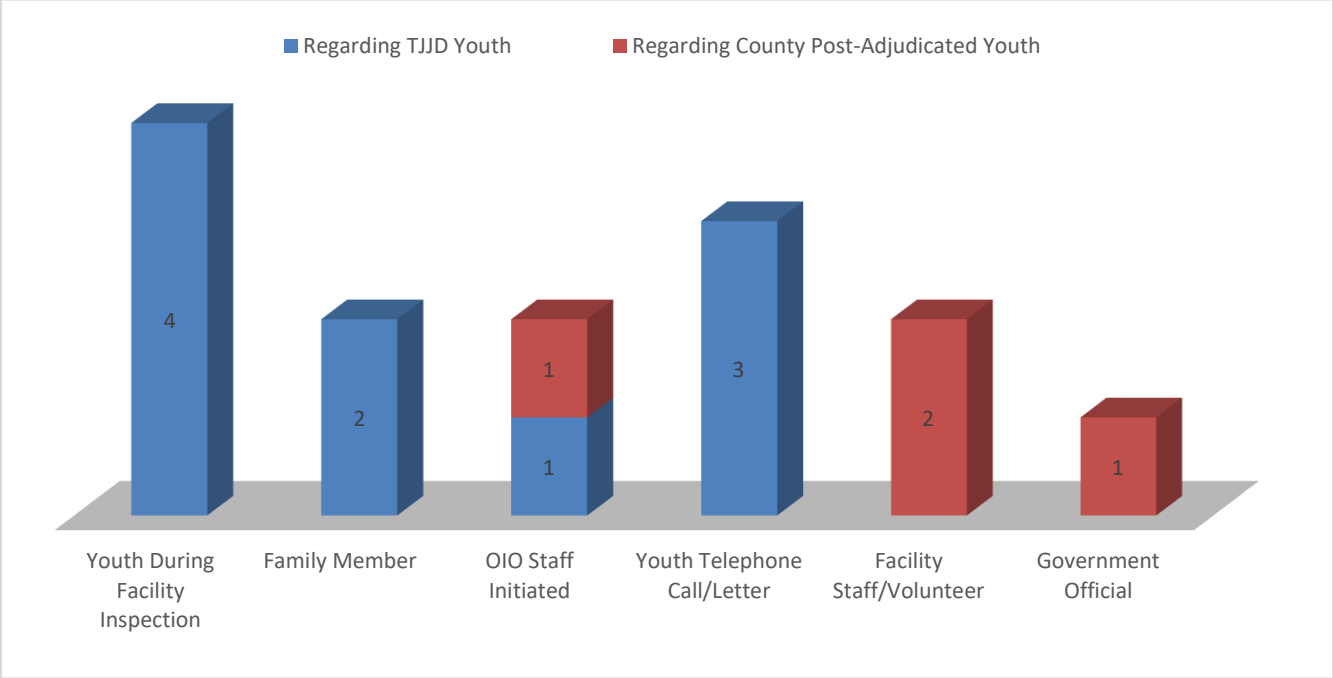
OPERATIONAL ACTIVITIES

Accounting of Site Visits, Youth Contact and Individual Cases

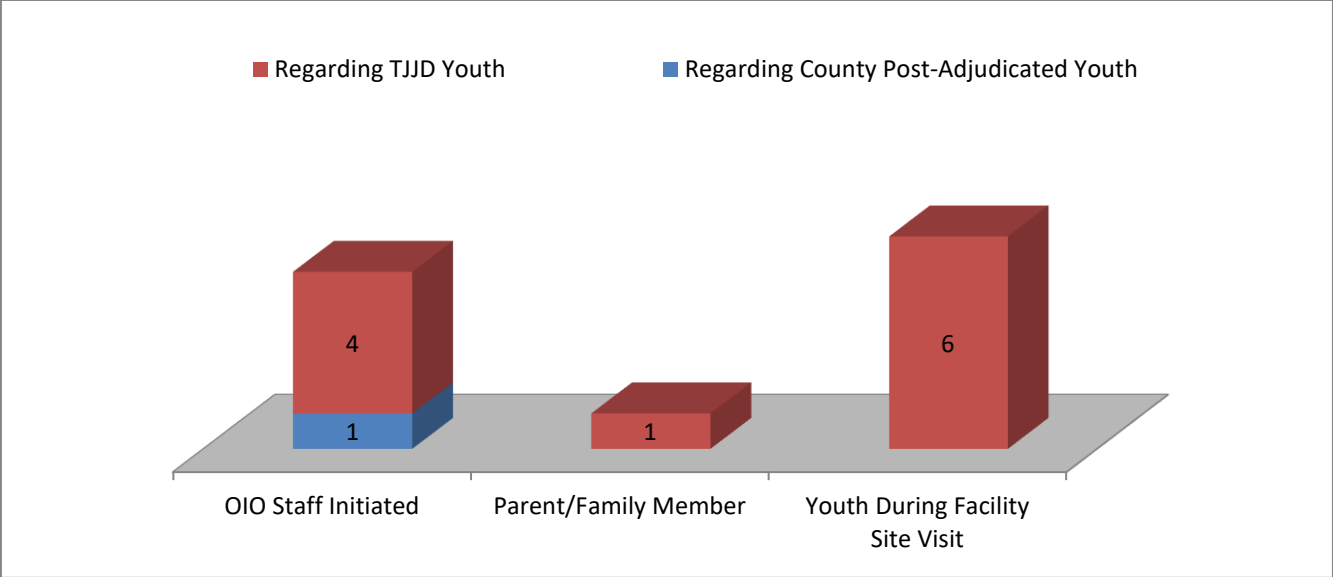
	3rd Quarter FY18	2nd Quarter FY19	3rd Quarter FY19	FY19 Total
TJJD/Contract Site Visits	60	55	59	175
County Post Adjudicated/Contract Facility Site Visits	70	70	75	220
Number of Youth Interviewed	1147	1066	1132	2491
Number of Youth Interviews Conducted	1368	1319	1394	4122
Closed Cases	9	18	14	41

During the third quarter of FY 19, the OIO received 14 complaints, 10 involved TJJD youth and 4 involved county post-adjudicated youth. When compared to the number of complaints received during the third quarter of FY 18, this represents a 16.7% increase. It should be noted, complaints received from youth offenders during facility site visits decreased by 33.3% as compared to the complaints received during the same time period in FY 18.

Complaints Received-Third Quarter FY 19



Complaints Received-Third Quarter FY 18



Complaints Received by Facility-Third Quarter FY 19

	Total for Facility	MLOS/Release Date Medical	Rule or Policy	Specialized Treatment Safety Concerns	Staff Conduct	Due Process
TJJD/Contract Facilities						
Brownwood House	1			1		
Evins RJC	5	2	2			1
Ron Jackson SJCC	4	1			1	2
County/Contract Facilities						
Forest Ridge Youth Services-Iowa	2			1		1
Clarinda Academy-Iowa	2			1		1

Complaints Received by Facility-Third Quarter FY 18

	Total for Facility	Programming MLOS/Release Date Medical	Specialized Treatment Safety Concerns	Staff Conduct	Due Process
TJJD/Contract Facilities					
Brownwood Halfway House	1				1
Gainesville State School	7	1		1	4
McLennan County SJCF	1				1
McLennan RTC	1			1	
Phoenix Program	1		1		
County/Contract Facilities					
Lubbock County Juvenile Justice Center	1			1	

Closed Cases

The OIO closed 14 cases during the third quarter of FY 19, 10 involving TJJD youth and four involving county post-adjudicated youth. When compared to the third quarter of FY 18, this represents an overall increase of 55.6%. It should be noted, of the 18 cases closed this quarter, three were completed as sustained.

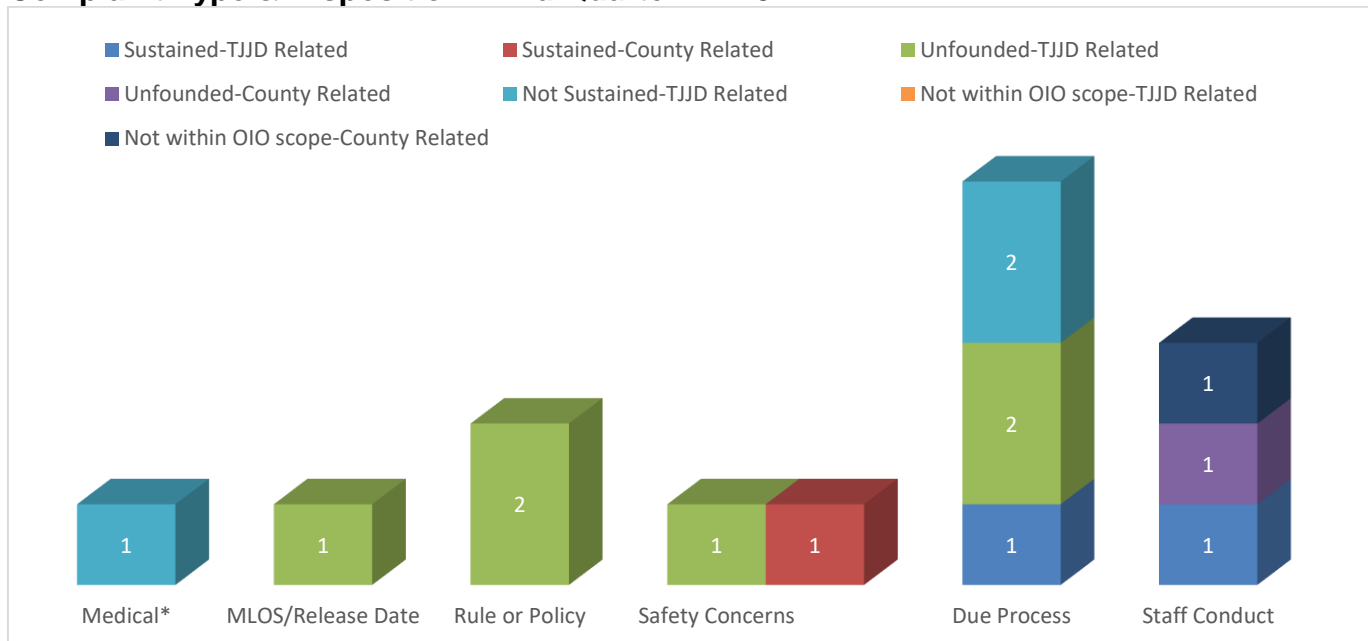
Sustained-There is sufficient corroborated information to warrant noting and a follow-up response/action plan from the facility.

Not Sustained-There is insufficient information or evidence to prove or disprove the allegation.

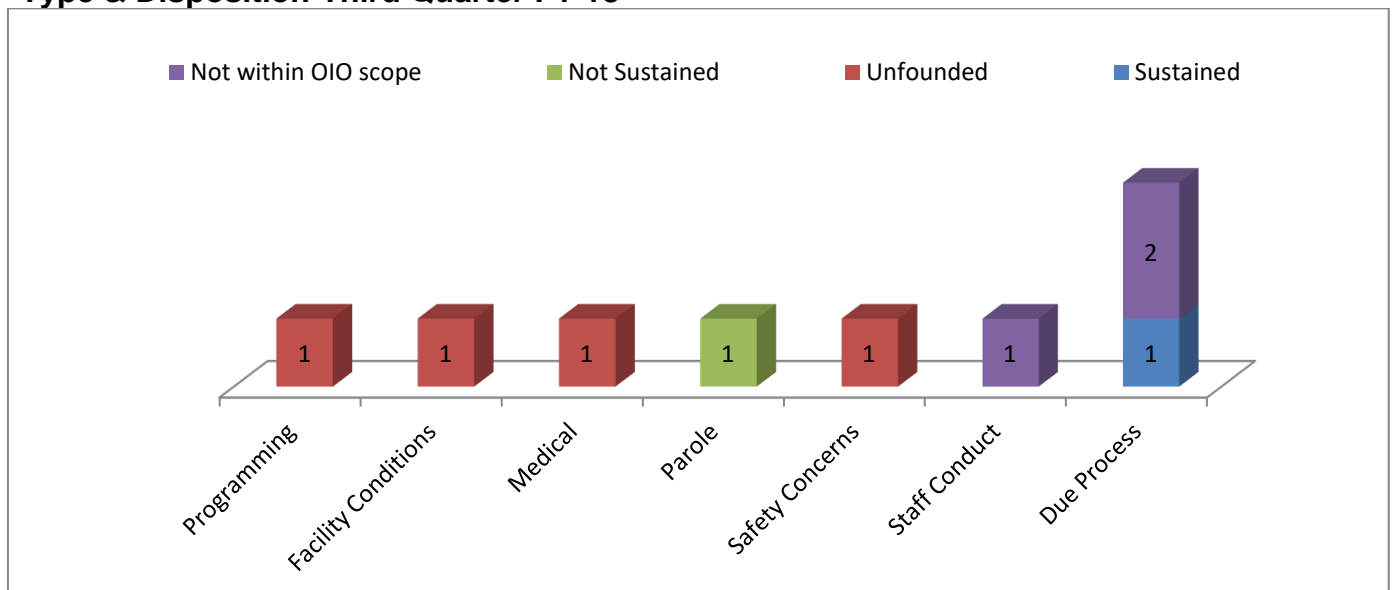
Unfounded-The complaint is without merit or is within applicable law or policy.

Not within OIO Scope: The complaint is non-criminal in nature and after review, is determined to be outside the duties of the OIO.

Complaint Type & Disposition-Third Quarter FY 19



Type & Disposition-Third Quarter FY 18

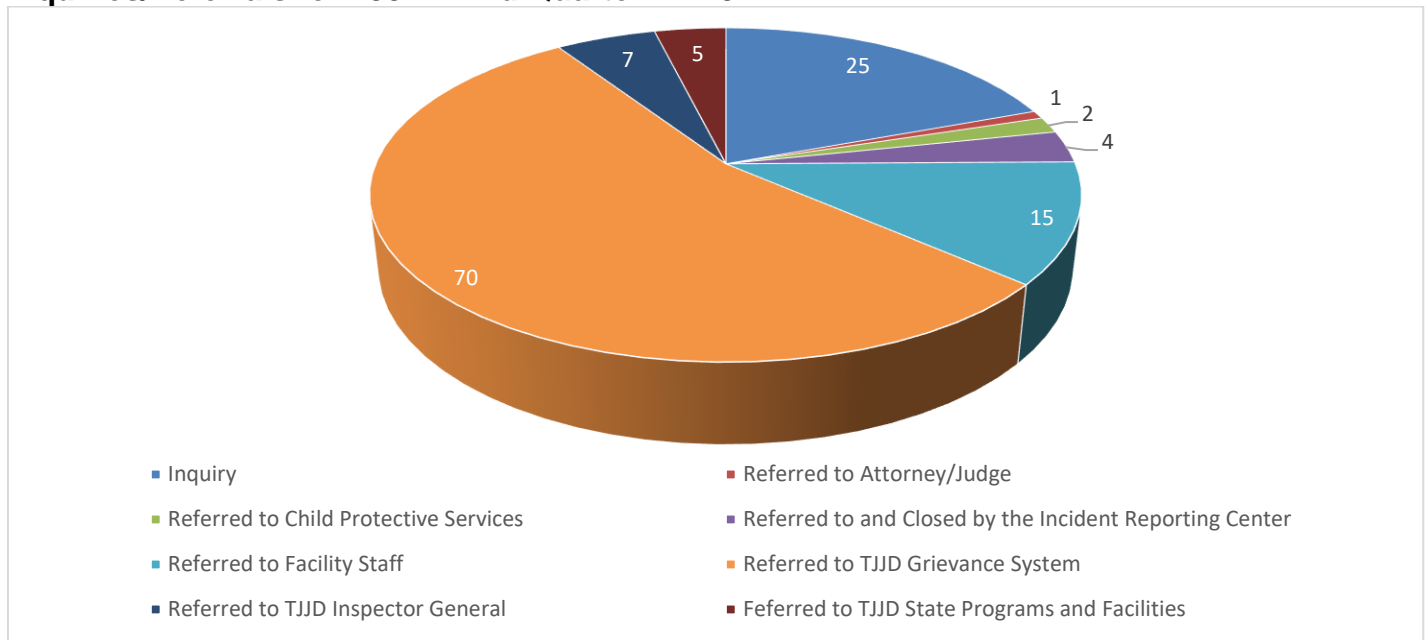


Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

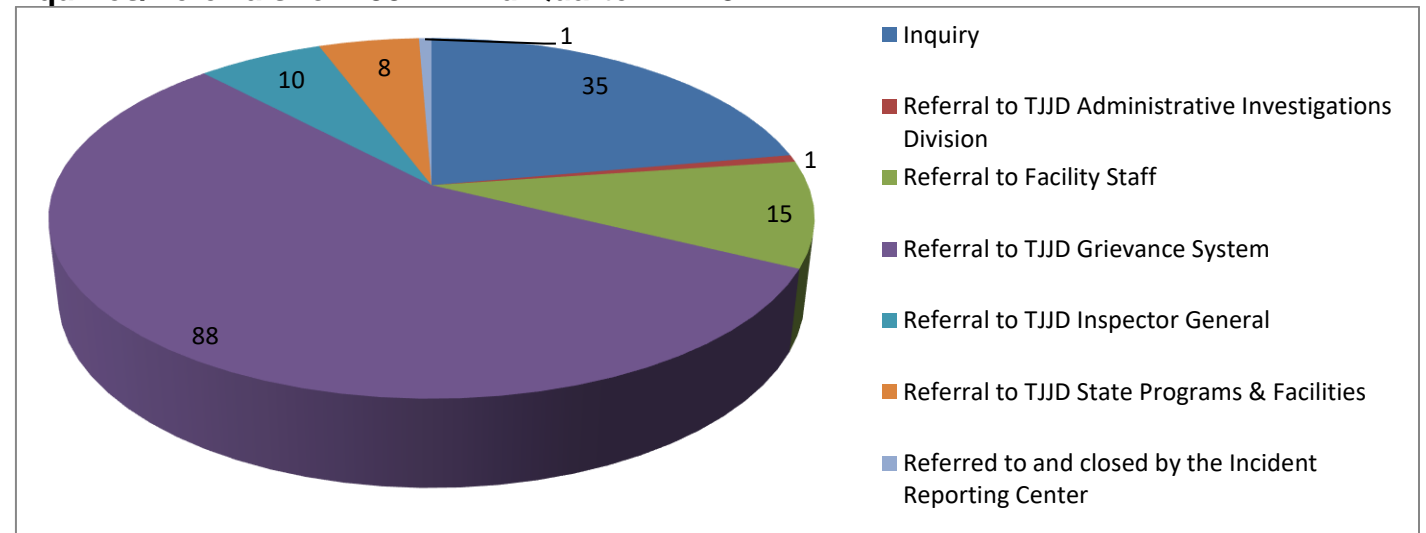
Inquiries and Referrals

The OIO receives numerous inquiries and complaints that upon review are either outside the scope of the OIO, a matter that should be addressed by facility staff or grievance process, or would be better addressed by another agency or group. The OIO received 186 inquiries and referrals during the third quarter of FY 19, 129 related to TJJD and 57 related to county post-adjudicated facilities. When compared to the third quarter of FY 18, this represents a decrease of 18.35% for TJJD facilities and an increase of 171.43% for county post-adjudicated facilities.

Inquiries/Referrals for TJJD-Third Quarter FY 19



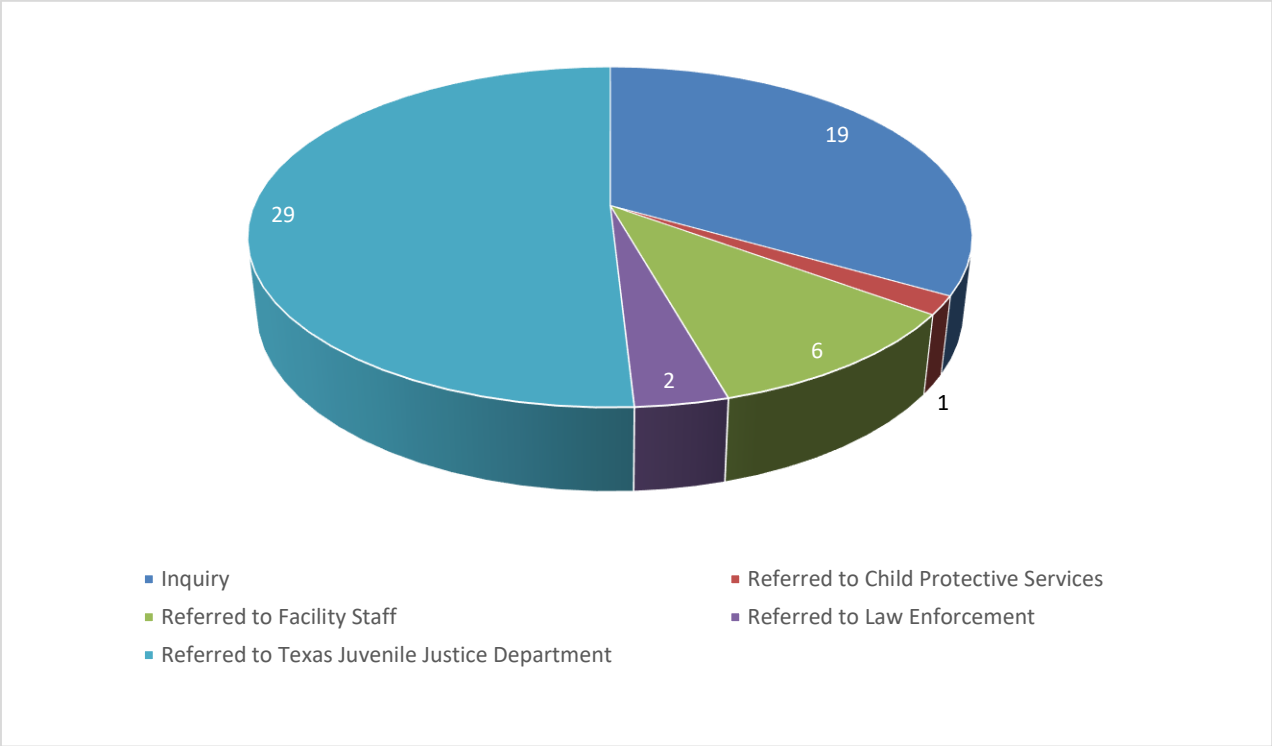
Inquiries/Referrals for TJJD-Third Quarter FY 18



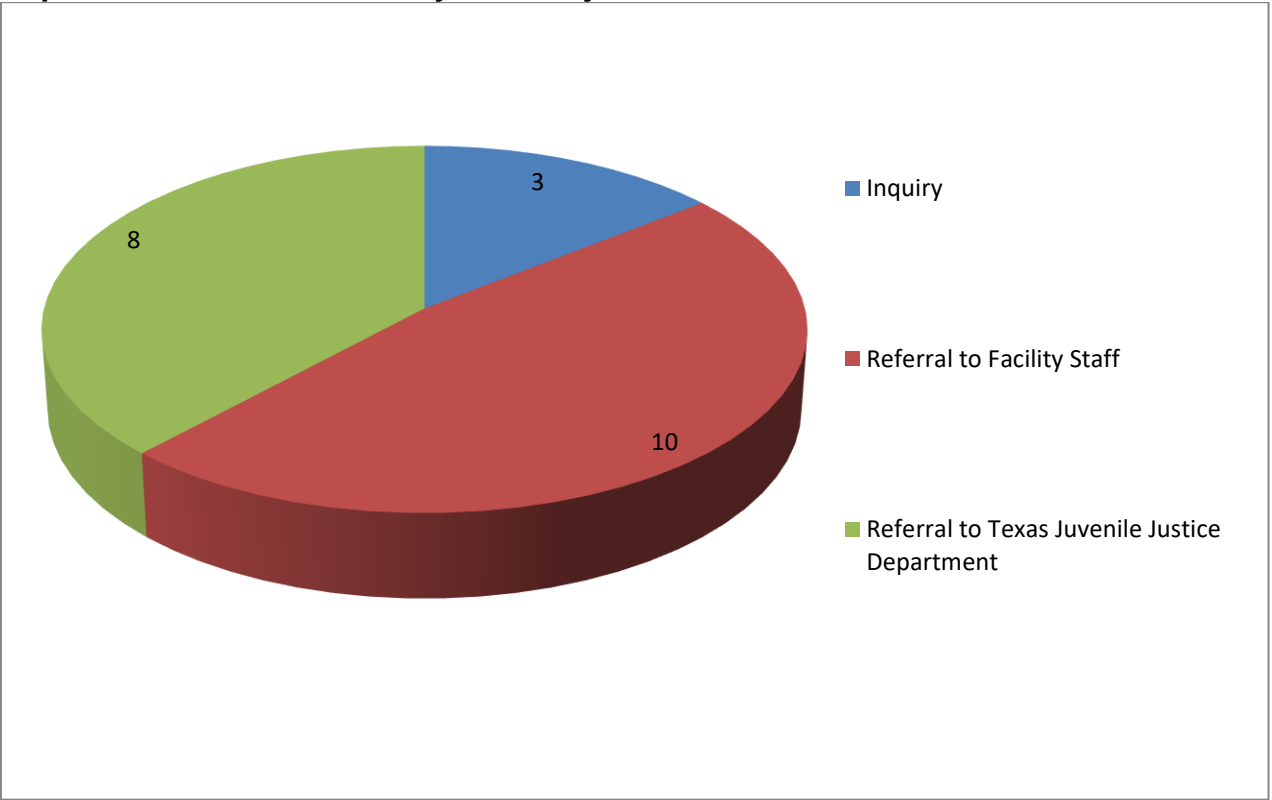
Referrals to Office of Inspector General (OIG)-Allegations that are criminal in nature are referred to OIG for investigation.

Referrals to TJJD Administrative Investigation Division (AID)-Allegations of staff misconduct related to policy violations are referred to AID.

Inquiries/Referrals for County Post-Adjudicated Facilities-Third Quarter FY 19



Inquiries/Referrals for County Post-Adjudicated Facilities-Third Quarter FY 18

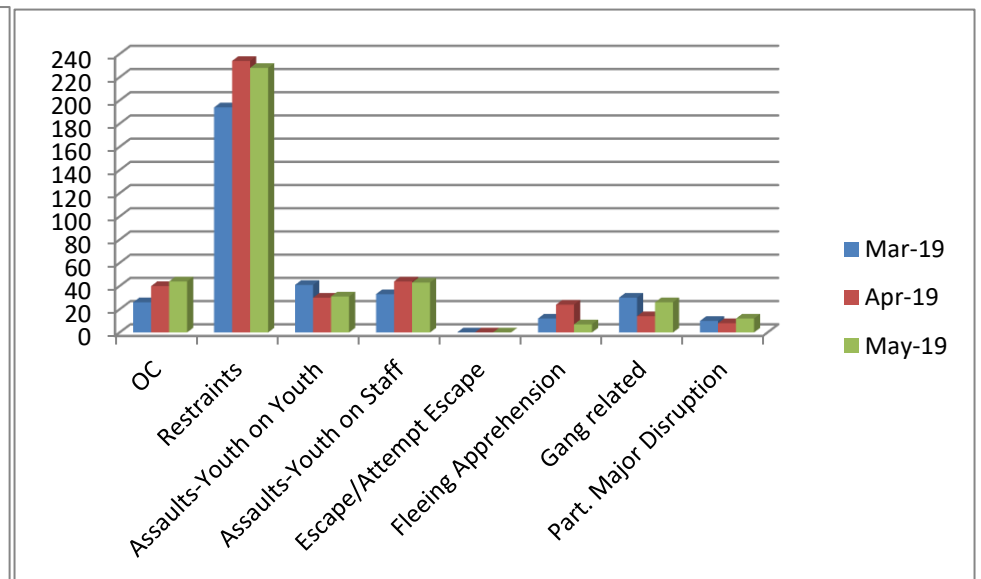
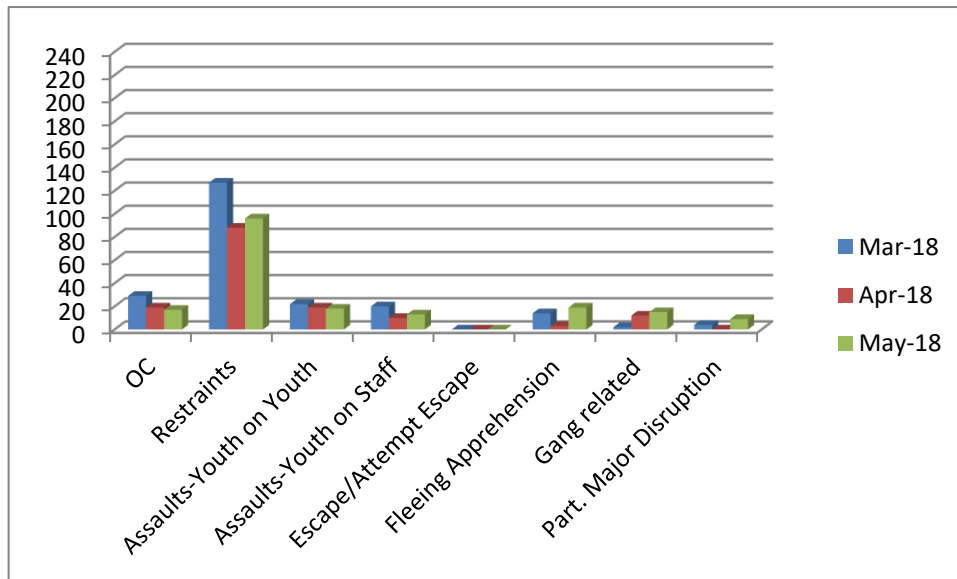


INCIDENT TRENDS FOR TJJD SECURE FACILITIES

The OIO reviews on a monthly basis at the secure correctional facilities the number of incidents involving the use of OC pepper spray, the number of youth restrained, assaults involving youth on youth and youth on staff, escapes and attempted escapes, fleeing apprehensions, gang activities, and major disruptions. These metrics give the OIO some indication of the environment related to the safety and security of all the youth offenders as well as the staff within a particular facility. These metrics are by no means an absolute indicator and should be taken into context and combined with other factors when drawing conclusions regarding a particular facility.

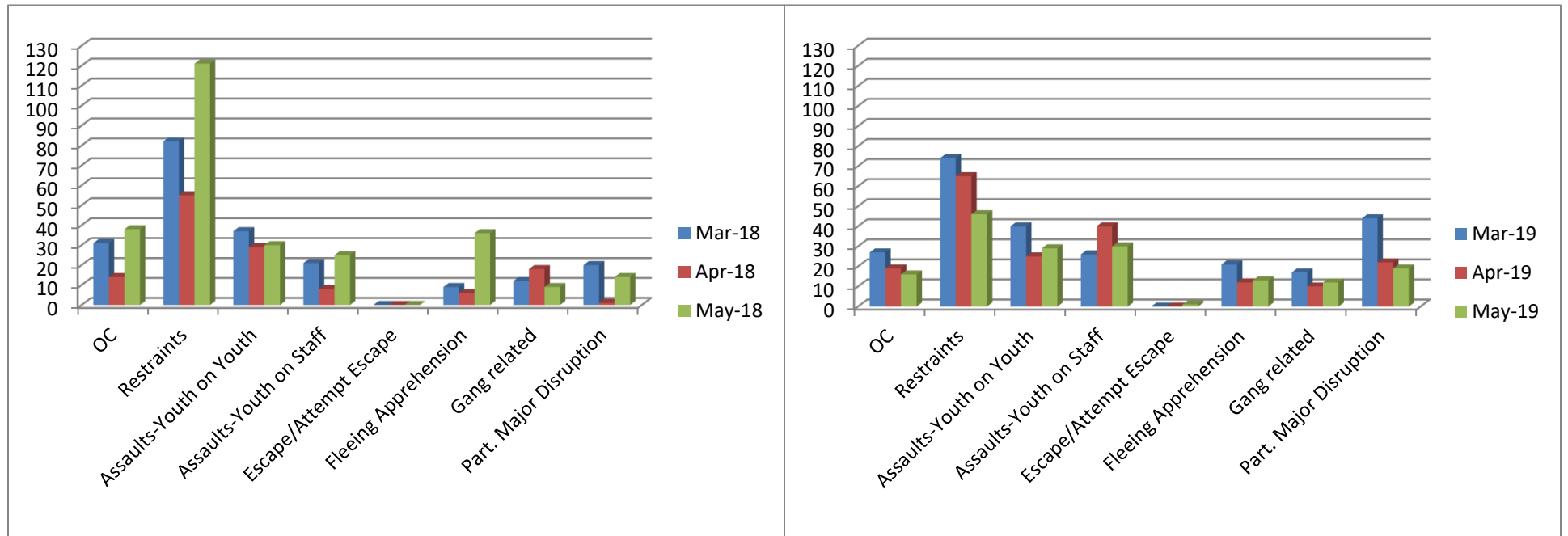
Evins RJC

	Mar-18	Apr-18	May-18		Mar-19	Apr-19	May-19
OC	29	19	17		26	40	44
Restraints	127	88	96		194	234	228
Assaults-Youth on Youth	22	19	18		41	30	31
Assaults-Youth on Staff	20	10	13		33	44	43
Escape/Attempt Escape	0	0	0		0	0	0
Fleeing Apprehension	14	3	19		12	24	7
Gang related	2	12	15		30	14	26
Part. Major Disruption	4	0	9		10	8	12



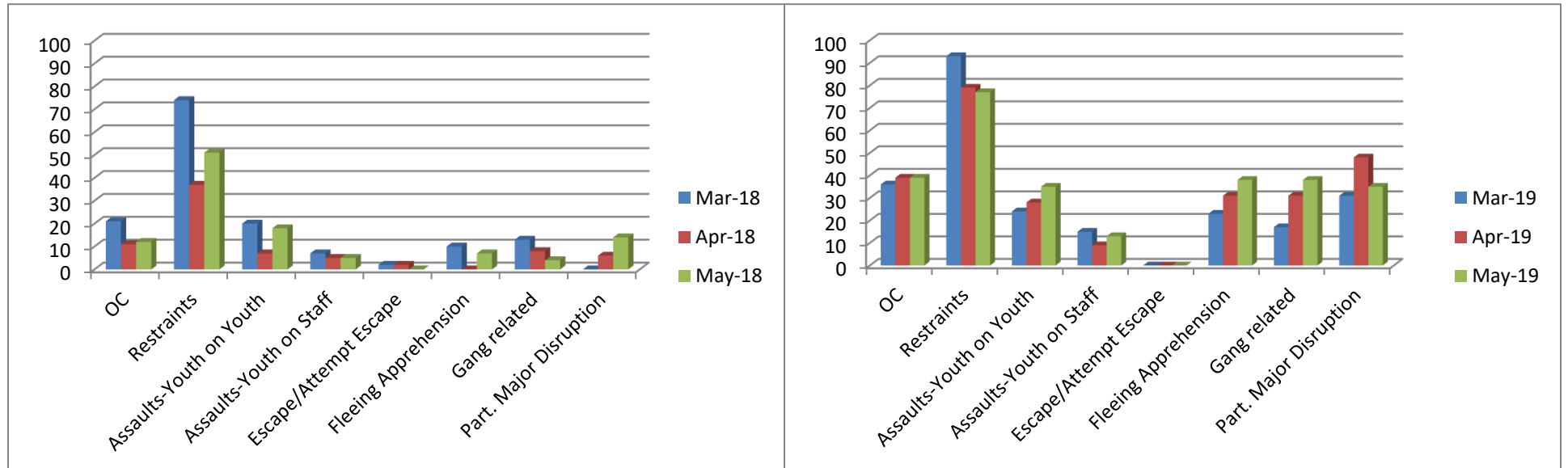
Gainesville State School

	Mar-18	Apr-18	May-18		Mar-19	Apr-19	May-19
OC	31	14	38		27	19	16
Restraints	82	55	121		74	65	46
Assaults-Youth on Youth	37	29	30		40	25	29
Assaults-Youth on Staff	21	8	25		26	40	30
Escape/Attempt Escape	0	0	0		0	0	1
Fleeing Apprehension	9	6	36		21	12	13
Gang related	12	18	9		17	10	12
Part. Major Disruption	20	1	14		44	22	19



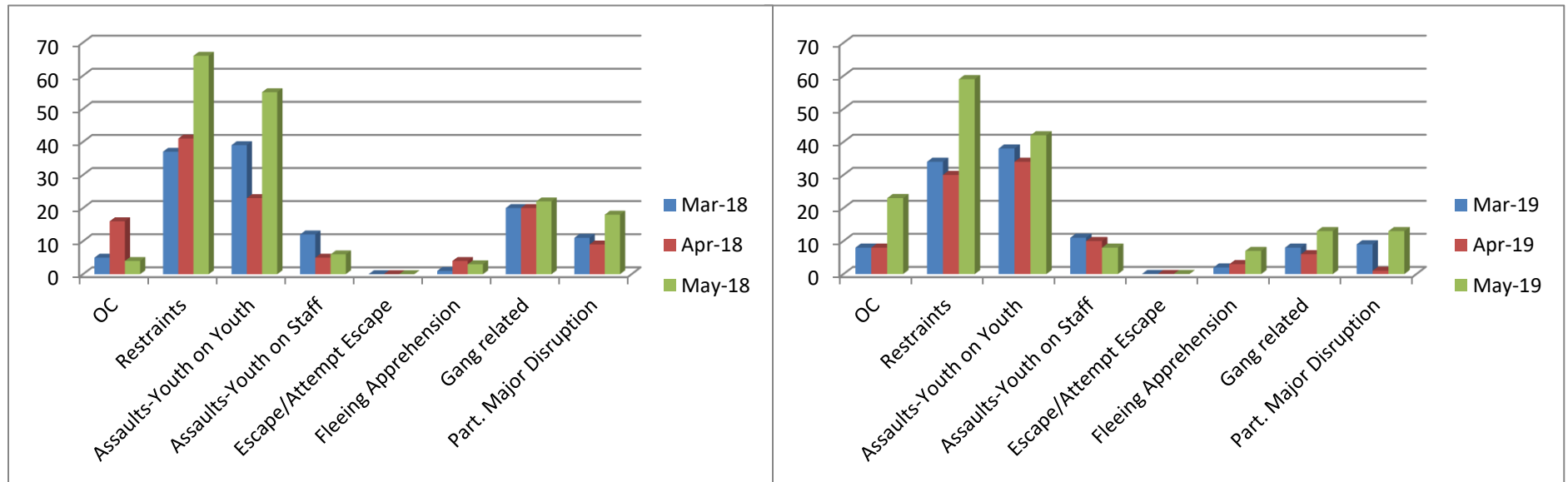
Giddings State School

	Mar-18	Apr-18	May-18		Mar-19	Apr-19	May-19
OC	21	11	12		36	39	39
Restraints	74	37	51		93	79	77
Assaults-Youth on Youth	20	7	18		24	28	35
Assaults-Youth on Staff	7	5	5		15	9	13
Escape/Attempt Escape	2	2	0		0	0	0
Fleeing Apprehension	10	0	7		23	31	38
Gang related	13	8	4		17	31	38
Part. Major Disruption	0	6	14		31	48	35



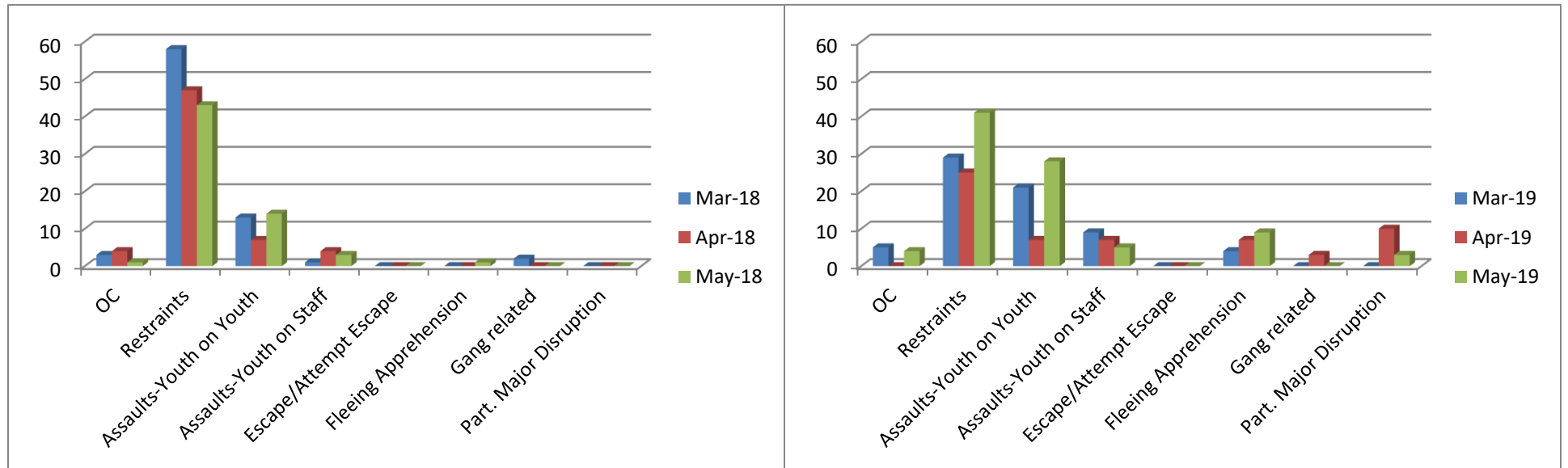
McLennan County SJCF

	Mar-18	Apr-18	May-18		Mar-19	Apr-19	May-19
OC	5	16	4		8	8	23
Restraints	37	41	66		34	30	59
Assaults-Youth on Youth	39	23	55		38	34	42
Assaults-Youth on Staff	12	5	6		11	10	8
Escape/Attempt Escape	0	0	0		0	0	0
Fleeing Apprehension	1	4	3		2	3	7
Gang related	20	20	22		8	6	13
Part. Major Disruption	11	9	18		9	1	13



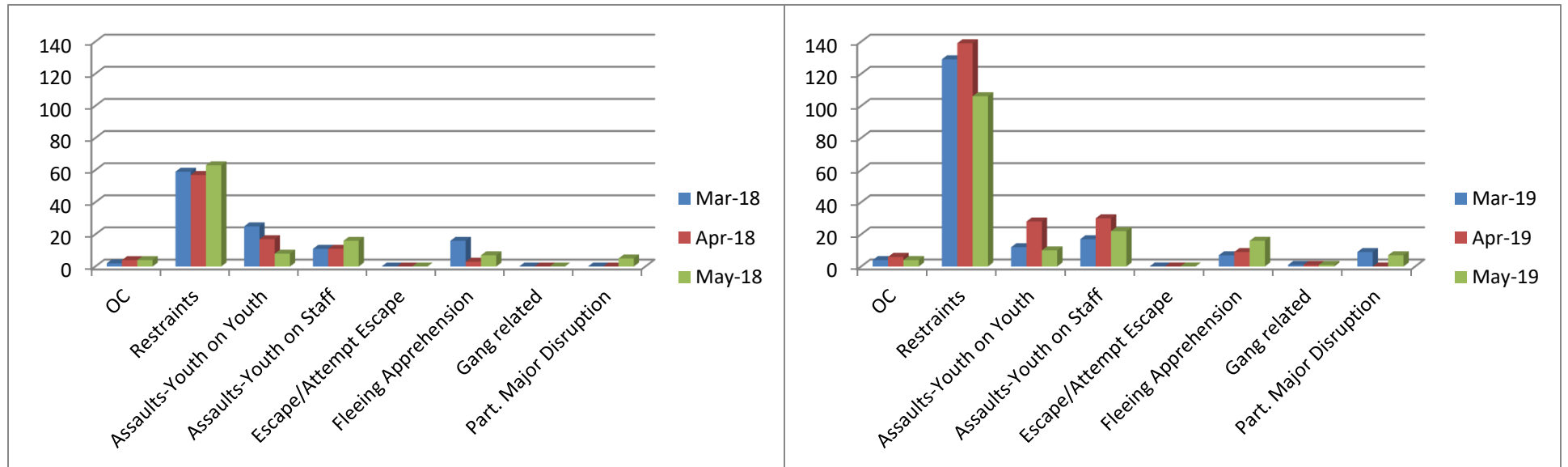
McLennan RTC

	Mar-18	Apr-18	May-18		Mar-19	Apr-19	May-19
OC	3	4	1		5	0	4
Restraints	58	47	43		29	25	41
Assaults-Youth on Youth	13	7	14		21	7	28
Assaults-Youth on Staff	1	4	3		9	7	5
Escape/Attempt Escape	0	0	0		0	0	0
Fleeing Apprehension	0	0	1		4	7	9
Gang related	2	0	0		0	3	0
Part. Major Disruption	0	0	0		0	10	3



Ron Jackson SJCC

	Mar-18	Apr-18	May-18		Mar-19	Apr-19	May-19
OC	2	4	4		4	6	4
Restraints	59	57	63		129	139	106
Assaults-Youth on Youth	25	17	8		12	28	10
Assaults-Youth on Staff	11	11	16		17	30	22
Escape/Attempt Escape	0	0	0		0	0	0
Fleeing Apprehension	16	3	7		7	9	16
Gang related	0	0	0		1	1	1
Part. Major Disruption	0	0	5		9	0	7



Phoenix Program

The Phoenix Program is designed to protect staff and youth in TJJD state-operated facilities from highly aggressive youth. The Phoenix Program provides these aggressive youth with a highly structured environment designed to reduce their aggression and to help them progress in treatment. This program currently houses 13 youth offenders and is located on the McLennan County SJCF campus.

	Mar-18	Apr-18	May-18		Mar-19	Apr-19	May-19
OC	0	0	0		0	0	2
Restraints	6	22	21		13	6	14
Assaults-Youth on Youth	0	4	2		1	0	0
Assaults-Youth on Staff	1	1	3		2	2	1
Escape/Attempt Escape	0	0	0		0	0	0
Fleeing Apprehension	0	0	0		0	0	0
Gang related	0	3	1		0	0	0
Part. Major Disruption	0	0	4		0	0	0

JD Robertson, Chief
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For the Texas Juvenile Justice Department
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ANNEX

TJJD facilities visited by IO staff during the third quarter

Secure Facilities

Evins Regional Juvenile Center-*Edinburg TX*
Gainesville State School-*Gainesville TX*
Giddings State School-*Giddings TX*
McLennan County State Juvenile Correctional Facility-*Mart TX*
McLennan Residential Treatment Center-*Mart TX*
Ron Jackson State Juvenile Correctional Complex -*Brownwood TX*

TJJD Halfway Houses

Ayres House-*San Antonio TX*
Brownwood Halfway House-*Brownwood TX*
Cottrell House-*Dallas TX*
Edna Tamayo House-*Harlingen TX*
McFadden Ranch-*Roanoke TX*
Schaeffer House-*El Paso TX*
Willoughby House-*Fort Worth TX*

Contract Care Facilities

Amikids, dba Rio Grande Valley-*Los Fresnos TX*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
Pegasus School RTC-*Lockhart TX*
Rite of Passage, Inc-*Granbury TX*
TrueCore Behavioral Solutions-*Brownwood*

Parole

Amarillo District Location
Austin District Location
Dallas District Location
El Paso District Location
Fort Worth District Location
Harlingen District Location
Houston District Location
Lubbock District Location
Midland District Location
San Antonio District Location
Temple District Location
Tyler District Location

County post-adjudicated facilities visited by IO staff during the third quarter

County Operated

Amador R Rodriguez Boot Camp & Educational Center-*San Benito TX (Cameron County)*
Bell County Juvenile Services Center-*Killeen TX*
Bill Logue Juvenile Justice Center-*Waco TX (McLennan County)*
Brazoria County Juvenile Detention-*Angleton TX*
Burnett Bayland Rehabilitation Center-*Houston TX (Harris County)*
Cyndi Taylor Krier Juvenile Correctional Treatment-*San Antonio TX (Bexar County)*
Dallas County Residential Programs and Drug Treatment-*Dallas TX*
Dallas County Successful Thinking and Responsible Sexuality-*Dallas TX*
Dallas County Youth Village-*Dallas TX*
Denton County Secure Correctional Facility-*Denton TX*
Ector County Youth Center-*Odessa TX*
Fort Bend County Juvenile Leadership Academy-Secure-*Richmond TX*
Grayson County Post-Adjudication Facility-*Denison TX*
H.O.P.E. Academy-*Tyler TX (Smith County)*
Harris County Youth Village-*Seabrook TX*
Hays County Juvenile Post-Detention Center-*San Marcos TX*
Jerry J. Esmond Juvenile Justice Center-*Galveston TX (Dickinson County)*
John R. Roach Juvenile Detention Center-*McKinney TX (Collin County)*
Judge Mario E. Ramirez Jr. Juvenile Justice Center-*Weslaco TX (Hidalgo County)*
Judge Ricardo H. Garcia Regional Juv. Detention-*San Diego TX (Duval County)*
L.I.F.E. & B.R.A.V.E. Residential Program-*San Benito TX (Cameron County)*
Leadership Academy-*Katy TX (Harris County)*
Letot Residential Treatment Center-*Dallas TX (Dallas County)*
Lubbock County Juvenile Justice Center-*Lubbock TX*
Lyle B. Medlock Treatment Facility-*Dallas TX (Dallas County)*
Marzelle Hill Transition Center-*Dallas TX (Dallas County)*
Meurer Intermediate Sanctions Center & Halfway House-*Austin TX (Travis County)*
Parent Adolescent Center-*Floydada TX (Floyd County)*
Robert N. Barnes Regional Juvenile Facility-*Corpus Christi TX (Nueces County)*
Samuel F. Santana Challenge Program-*El Paso TX (El Paso County)*
The Youth Center of the High Plains-*Amarillo TX (Randall County)*
Van Zandt County Youth Multi-Service Center-*Grand Saline TX*
Victoria Regional Juvenile Justice Facility-*Victoria TX*
Williamson County C.O.R.E. Program-*Georgetown TX*

Contract Care Facilities for Post Adjudicated

Abraxas Hector Garza Center-*San Antonio TX*
Arms of Hope-*Medina TX*
Athletes for Change-*Glenn Heights TX*
Austin State Hospital-*Austin TX*
Azleway Drug Treatment Program-*Big Sandy TX*
Bridge Emergency Shelter-*San Antonio TX*
Brookhaven Youth Ranch-*West TX*
Cal Farley's Boys & Girls Ranch-*Amarillo TX*
Carter's Kids Residential Treatment Center-*Richmond TX*
Center for Success and Independence-*Houston TX*
Center for Success and Independence-*Rockdale TX*
Cherokee Home for Children-*Cherokee TX*
Clarinda Academy-*Clarinda IA*
Father Flanagan's Boys Home-*Boystown NE*

Forest Ridge Youth Services-*Gruver IA*
Freedom Place-*Spring TX*
Glen Mills School-*Glen Mills PA*
Krause Children's Center-*Katy TX*
Meadowland-Roy Maas Youth Alternatives-*Boerne TX*
MHMR-Tarrant County-*Fort Worth TX*
Mingus Mountain Academy-*Prescott AZ*
New Horizons, Audrey Grace House-*Abilene TX*
New Life Children's Home-*Canyon Lake TX*
North Texas State Hospital-*Vernon TX*
North Texas State Hospital-*Wichita Falls TX*
Odyssey House-*Houston TX*
Pathways Wilderness Program-*Mountain Home TX*
Phoenix House-*Austin TX*
Reed Adolescent Center-*Plainview TX*
Rite of Passage-*Queen Creek AZ*
San Marcos Treatment Center-*San Marcos TX*
Selena Center Youth Potential-*San Antonio TX*
Shoreline RTC-*Taft TX*
West Texas Boys Ranch-*San Angelo TX*
Willow Bend-*Tyler*
Woodward Youth Academy-*Woodward IA*
Youth & Family Enrichment Center-*Tyler TX*